Task Order 56 - Integrated Technical Architecture (ITA) Management

Architecture Management Monthly SLA Metrics Report
(Revised)

Period Ending: 03/31/01

Integrated Technical Architecture (ITA) Management
Deliverable 56.1.4d

Executive Summary

Period Ending 03/31/01

Service Level	Description		Current Month		Quantity
			Target	Actual	
	Response Times				
1.0	Response Time - High		90%	100%	1
1.1	Response Time - Medium		90%	100%	4
1.2	Response Time - Low		90%	100%	3
	Other Service Metrics				
1.3	Service Reporting Delivery		7	n/a	n/a
1.4	Resolution Quality		90%	100%	8
1.5	Help Desk Accuracy		90%	n/a	n/a
	Help Desk Metric				
1.6	Request Volume			8	8

Request		Mar-01
Help Desk Requests Resolved		1
Help Desk Requests Opened		7

Featured Applications
SFANet
IFAP
Schools Portal
Ombudsman
FMS
CFO Datamart
FP Datamart
ITA Components

Monthly Highlights

1. Facilitated security updates of NT servers by VDC by notifying and scheduling times betweeen VDC and application owners.
2. Documented all server contents and diagramed each environment.
3. Completed Operations Migration plan for consolidation of servers.
4. Resolved IFAP email problem regarding weekly and 48-hour subscription updates not being sent out.
5. Reconfigured WebSphere for DEV, TST, and STG environments.
6. Track all Modernization IT Projects and their environment erquirements.
7. Facilitate weekly coordination sessions with IT Services, the VDC, and Modernization Partner maintaining a list of open action item issues.

(Please see Appendix A for detailed explanations of each metric)